

County Library

Reinventing Department

					Summary
	2008/09 Actual	2009/10 Current	2010/11 Requested	2010/11 Recommended	Percent Change
Revenues					
State	\$157,294	\$151,186	\$166,521	\$152,434	1%
Local	65,149	66,164	65,661	60,592	-8%
Charges & Fees	62,299	51,150	51,900	51,900	1%
Miscellaneous	19,006	0	0	0	0%
General Fund	1,919,158	1,992,137	1,975,533	1,779,804	-11%
Total	\$2,222,906	\$2,260,637	\$2,259,615	\$2,044,730	-10%
Expenses					
Personal Services	\$1,577,232	\$1,625,628	\$1,653,085	\$1,443,831	-11%
Supplies & Operations	645,674	635,009	606,530	600,899	-5%
Capital	0	0	0	0	0%
Total	\$2,222,906	\$2,260,637	\$2,259,615	\$2,044,730	-10%
Expenses by Division					
Main	\$1,216,228	\$1,166,696	\$1,174,585	\$1,041,867	-11%
Sherrills Ford	126,918	189,814	179,016	130,505	-31%
Maiden	128,344	125,359	126,537	127,337	2%
St. Stephens	383,267	397,502	393,555	357,252	-10%
Southwest	249,719	260,017	253,112	254,239	-2%
Conover	68,947	69,763	76,948	77,348	11%
Claremont	49,483	51,486	55,862	56,182	9%
	\$2,222,906	\$2,260,637	\$2,259,615	\$2,044,730	-10%
Employees					
Permanent	36.30	35.30	35.10	30.10	-15%
Hourly	1.58	1.58	1.58	1.58	0%
Total	37.88	36.88	36.68	31.68	-14%

Fiscal Year 2008/09 Outcome Achievements

Total Outcomes	Achieved	Partially Achieved	Not Achieved	Success Rate
34	33	0	1	97%

Budget Highlights

The Library's budget is a 10% decrease from Fiscal Year 2009/10, which is a reduction of approximately \$216,000. The Library submitted a new service plan that was strategically designed to limit the impact on citizens while generating significant cost-savings for the County. The plan eliminates six positions and also ends the use of part-time staffing within Library branches. Overall, the plan will reduce library operations by 22 hours but this will not have any changes on the following branches: Sherrills Ford, Maiden, Conover, and Claremont. This will, however, reduce hours at Main by twelve, at St. Stephens by six, and at Southwest by four. The new service model will also end Sunday hours at all branches. Currently, Main, St. Stephens, and Southwest are open on Sundays from 2:00 to 6:00 between September and April. Despite

these reductions, the Library remains committed to inspiring the joy of reading, creative thinking, and lifelong learning within the community and will strive to deliver quality services and programming to Catawba County citizens.

Performance Measurement

Fiscal Year 2010/11

Outcomes for the Library continue to emphasize delivering valuable services to citizens with a high degree of satisfaction. The branches will continue to ensure that the community will have access to library resources that support educational endeavors, increase personal and professional knowledge, promote economic development, and encourage reading as a pleasurable activity. The Library will also contribute to the digital literacy skills of the community by providing technology resources and conducting workshops for adults to teach basic digital literacy skills. In terms of customer service, the Library will also keep its goal of maintaining a 95 percent or better rating of staff as “excellent” or “good” at all branches.

Fiscal Year 2009/10

At midyear, all outcomes have either been achieved or partially achieved. In many areas, such as preschool reading programs and literary enrichment activities, it appears that goals will be surpassed.

The total collection count for the Library is 247,540. This is an increase from over the 244,200 print and non-print items held by the system at the end of the last fiscal year. New additions to the system include 413 downloadable audio books, 483 outsourced DVDs, and 33 outsourced music discs. During the first half of the year, the Main Library had print circulation per capita rate of target of 2.8, below the target of 3.5. The Main Library’s non-print circulation rate is on target, equaling its per capita circulation rate of 2.5.

Staff continues to work with the Technology Department to maintain 21 computers in the Main Library to be used by library customers. The computers were used for 30,764 sessions during the first six months of the fiscal year, compared to 27,435 sessions over the same period in Fiscal Year 2008/09, which is a 12 percent increase. With the downturn in the economy, the Library has tried to focus on job skill improvement with additional computer-skills workshops being offered.

In the area of Genealogy, the plan to compile and prepare the 2007 Hickory Daily Record and Observer News-Enterprise obituaries for additions to the Rhodes Room website’s obituary index has been partially achieved. The obituaries have been compiled and proof reading has been scheduled for January through April. Staff were also awarded a Library Service and Technology Act planning grant and consultants from LYRASIS made a site visit during September 2009. The consultants recommended library staff to pursue a small-scale digitization pilot project with the Hickory Public Library. The Letter of Intent for an LSTA NC ECHO Digitization Grant was submitted and the County Library System was approved to submit a full application for a 2010/11 LSTA NC ECHO digitization grant.

All six branch libraries are on track to meet their established outcomes for the 2009/10 fiscal year in the areas of Youth Services, Technology, Customer Service, and Knowledge Services.

Fiscal Year 2008/09

The Library and all six branch libraries strive to inspire the love of reading and life-long learning. Several outcomes address starting this at the preschool level. Library card applications were sent home with all kindergartners in the Catawba County and Newton-Conover City school systems. New cards were issued to 453 kindergarten children as a result of this project. For these children and their families, owning a library card could be an added incentive to use the services of the public library, creating new users who value reading and learning.

Library staff added to the system's collections through regular monthly selection and acquisitions activities. The total collection count is 248,572, a slight decrease since this outcome was set last year. This is due to the deletion of the North Carolina State Documents collection, which included thousands of microform items. This outdated format was removed from the collection and state documents are now available electronically through NCLIVE.

Main Library print circulation for the year totaled 130,541. The Library's service population (a four mile radius around the Library) is estimated by the Western Piedmont Council of Governments to be 26,635. This equals a print circulation per capita rate of 4.9, exceeding the goal of 3.5 per capita.

During the year, 40 computer classes, six programs for small business owners, and 10 literary and personal enrichment programs were offered for adults. The computer classes included a new series of sessions for "intermediate" beginners. Staff used the Microsoft "Digital Literacy" curriculum, a self-paced online tool for learning basic computer skills. Participants earn a certificate from Microsoft when they successfully complete the online training and pass a competency test. A series of seminars for small business owners was held at the library during March and 33 people learned about business services, marketing, cash flow strategies, and efficient operations during tough economic times.

The annual customer service survey for the Main Branch was held in February of 2009, and 225 library users responded. Of these responses, 99.5 percent said that Main Library staff provided "excellent" or "good" customer service, exceeding the goal of 95 percent.

MAIN LIBRARY

Statement of Purpose

Catawba County Libraries inspire the joy of reading, life-long learning, cultural appreciation, creative thinking, and promote economic development and individual growth through comprehensive resources, a knowledgeable and responsive staff, innovative technologies, and welcoming facilities.

Outcomes

Youth Services

1. Preschool children and their caregivers will have access to quality programs, resources, and services that support the development of early literacy skills and contribute to the education of young children in Catawba County. This will be measured by:
 - a. Presenting 50 preschool story programs that incorporate early literacy concepts and teach caregivers how to continue the development of these skills at home.
 - b. Selecting and preparing 1,080 books in bookbags during the school year for pickup by day care centers.
2. The Catawba County Library will serve as a partner in the educational process of school-aged children in local schools by collecting materials that support their school curricula and by providing reading enrichment activities. This will be measured by:
 - a. Promoting the Catawba County Library to children and their teachers by distributing library information to kindergartners in all Catawba County Schools, Newton-Conover City Schools, and private schools within Library service areas by September 30, 2010.
 - b. Providing at least six literacy enrichment activities for elementary and teen-aged children that focus on reading materials, technology resources, and how to use the Catawba County Library.

Knowledge Services

3. The community will have access to Library resources that support educational endeavors, increase personal and professional knowledge, promote economic development, and encourage reading as a pleasurable activity. This will be measured by:
 - a. Evaluating and updating the Catawba County Library System collection of 247,000 print and non-print resources according to the collection development plan which can be viewed online at www.catawbacountync.gov/library .

- b. Ensuring that materials purchased are cataloged with complete and accurate bibliographic information and that priority materials are processed and loaded into the online catalog within three days of receipt.
- c. Maintaining a print circulation per capita rate of 3.5 and a non-print per capita circulation rate of 2.5 at the Main Library as measured against the service population.
- d. Providing six programs during the year that contribute to the education or personal enrichment of adults in Catawba County.
- f. Developing an adult reading group at the Main Library that meets at least six times during the year to discuss books.

Technology Services

- 4. The Catawba County Library will contribute to the digital literacy skills of the community by providing technology resources and knowledgeable staff that help to bridge the “digital divide.” This will be measured by:
 - a. Continuing to maintain 21 public computers at the Main Library and providing access to the online catalog, the Internet, selective online information resources such as NC Live, and standard software applications.
 - b. Providing 12 workshops for adults that teach basic digital literacy skills.
 - c. Documenting the individual skill-building sessions that staff provide daily for computer users through the use of a small survey card that will help to create a benchmark for this valuable service.

Customer Services

- 5. Catawba County citizens will experience excellent customer service through facilities and communication tools that are convenient, accurate and meet community needs. This will be measured by:
 - a. Maintaining a 95 percent or better rating of staff service as “excellent” or “good” on the Catawba County Library System’s annual customer service survey.
 - b. Communicating with a widespread audience by producing a monthly newsletter, a weekly newspaper column, webpage updates, and posts to social networking tools that promote the valuable benefits of library service in Catawba County.
 - c. Continuing library courier service five times per week to the branches and once per week to the Patrick Beaver Library so that customers have quick and convenient access to all the resources of the County’s libraries.
 - d. Continuing to provide responsive customer service by modifying the Main Library facility hours as listed below to reflect the increased use of Library resources and a decrease in budget resources, and to maintain standards in

public library service that recommend a 60 hour-per-week public service schedule for Library system headquarters.

Current Hours of Operation	Hours of Operation effective July 1
Monday – 9 – 8	Monday – 11 – 8
Tuesday – 9 – 8	Tuesday – 9 – 6
Wednesday – 9 – 8	Wednesday – 9 – 6
Thursday – 9 – 8	Thursday – 11 – 8
Friday – 9 – 6	Friday – 9 – 6
Saturday – 9 – 6	Saturday – 9 – 6
Sunday – 2 – 6 (September – April)	Sunday – Closed

Genealogy Services

- 6. Citizens interested in genealogy and local history will have access to Catawba County Library resources that help them to research their family histories and Catawba County history. This will be measured by:
 - a. Compiling and preparing the 2008 Hickory Daily Record and Observer News-Enterprise obituaries for addition to the Rhodes Room website’s obituary index.

SHERRILLS FORD BRANCH LIBRARY

Statement of Purpose

Catawba County Libraries inspire the joy of reading, life-long learning, cultural appreciation and creative thinking, and promote economic development and individual growth through comprehensive resources, a knowledgeable and responsive staff, innovative technologies, and welcoming facilities.

Outcomes

Youth Services

1. Preschool children and their caregivers will have access to quality programs, resources, and services that support the development of early literacy skills and contribute to the education of young children in Catawba County. This will be measured by:
 - a. Presenting 50 preschool story programs to encourage development of pre-reading skills and a love for books.
 - b. Selecting and preparing 1,500 books for day care centers during the school year.
2. The Library will serve as a partner in the educational process of school-aged children in Catawba County by collecting materials to support their school curricula and by providing reading enrichment activities. This will be measured by:
 - a. Providing three reading enrichment Library programs for elementary school children during the fiscal year.
 - b. Providing three reading enrichment Library programs for teens during the fiscal year.

Knowledge Services

3. The community will have access to Library resources that support educational endeavors, increase personal and professional knowledge, promote economic development, and encourage reading as a pleasurable activity. This will be measured by:
 - a. Maintaining a collection turnover rate of 2.6 during Fiscal Year 2010/11. This exceeds the State average of 2.53.
 - b. Offer three adult reading enrichment programs to meet the needs of the community during the fiscal year.

Technology Services

4. The Library will contribute to the digital literacy skills of the community by providing technology resources and knowledgeable staff that help to bridge the “digital divide.” This will be measured by:
 - a. Continuing to offer public access on five computers to provide access to the Library system’s Internet and online reference services.
 - b. Documenting the individual skill-building sessions that staff provide daily for computer users through the use of a small survey card that will help to create a benchmark for this valuable service.

Customer Services

5. Catawba County citizens will have access to accurate and complete information through the Library publications and resources, knowledgeable staff and the Library web page. This will be measured by:
 - a. Maintaining a 95 percent or better rating of staff service as “excellent” or “good” on the Library system’s annual customer service survey.
 - b. Providing information each month for the Library newsletter, newspaper column, and other special media releases. Distribute copies of monthly newsletter to Library patrons.
 - c. Providing the best possible service to the Sherrills Ford community by opening hours the Library is used most often and utilizing staff during those hours to provide the best comprehensive service. Suggested change in hours:

Current Hours of Operation

Monday – Closed
Tuesday – 12 – 8
Wednesday – 9 – 6
Thursday – 9 – 6
Friday – 9 – 6
Saturday – 9 – 2
Sunday – Closed

Hours of Operation effective July 1

Monday – Closed
Tuesday – 12 – 8
Wednesday – 9 – 6
Thursday – 9 – 6
Friday – 9 – 6
Saturday – 9 – 2
Sunday – Closed

MAIDEN BRANCH LIBRARY

Statement of Purpose

Catawba County Libraries inspire the joy of reading, life-long learning, cultural appreciation, and creative thinking, and promote economic development and individual growth through comprehensive resources, a knowledgeable and responsive staff, innovative technologies and welcoming facility.

Outcomes

Youth Services

1. Preschool children and their caregivers will have access to quality programs, resources, and services that support the development of early literacy skills and contribute to the education of young children in Catawba County. This will be measured by:
 - a. Presenting 50 preschool reading programs to encourage development of pre-reading skills and a love for books.
 - b. Selecting and preparing 700 books for local day care centers during the school year for preschool children.
2. The Library will serve as a partner in the educational process of school-aged children in Catawba County by collecting materials to support their school curricula and by providing reading enrichment activities. This will be measured by:
 - a. Providing three reading enrichment Library programs for elementary school children during the year.
 - b. Providing three programs for teens (ages 13-17) during the year.

Knowledge Services

3. The community will have access to Library resources that support educational endeavors, increase personal and professional knowledge, promote economic development, and encourage reading as a pleasurable activity. This will be measured by:
 - a. Maintaining a collection turnover rate of 2.6. This exceeds the State average of 2.53.
 - b. Providing four programs during the year that contribute to the education of adults in Catawba County or topics of relevance to the community.

Technology Services

4. The Library will contribute to the digital literacy skills of the community by providing technology resources and knowledgeable staff that help to bridge the “digital divide.” This will be measured by:
 - a. Continuing to offer public access on three computers to provide access to the Library system’s Internet and online reference services.
 - b. Documenting the individual skill-building sessions that staff provide daily for computer users through the use of a small survey card that will help to create a benchmark for this valuable service.

Customer Services

5. Catawba County citizens will have access to accurate and complete information through Library publications and resources, knowledgeable staff and the Library web page. This will be measured by:
 - a. Maintaining a 95 percent or better rating of staff service as “excellent” or “good” on the Library system’s annual customer service survey.
 - b. Providing information each month for the Library newsletter, newspaper column, and other special media releases and distributing copies of the monthly newsletter to Library patrons.
 - c. Providing the best possible service to the Maiden Community by opening hours the library is used most often and utilizing staff during those hours to provide the best most comprehensive service.

Current Hours of Operation

Monday – Closed
Tuesday – 12 – 8
Wednesday – 9 – 6
Thursday – 9 – 6
Friday – 9 – 6
Saturday – 9 – 2
Sunday – Closed

Hours of Operation effective July 1

Monday – Closed
Tuesday – 12 - 8
Wednesday – 9 – 6
Thursday – 9 – 6
Friday – 9 – 6
Saturday – 9 – 2
Sunday – Closed

ST. STEPHENS BRANCH LIBRARY

Statement of Purpose

Catawba County Libraries inspire the joy of reading, life-long learning, cultural appreciation, and creative thinking, and promote economic development and individual growth through comprehensive resources, a knowledgeable and responsive staff, innovative technologies, and welcoming facilities.

Outcomes

Youth Services

1. Preschool children and their caregivers will have access to quality programs, resources, and services that support the development of early literacy skills and contribute to the education of young children in Catawba County. This will be measured by:
 - a. Presenting 50 preschool story programs that incorporate early literacy skills in each of the programs.
 - b. Selecting and preparing 2,000 books for day care centers in the St. Stephens Community.
2. The Library will serve as a partner in the educational process of school-aged children in Catawba County by collecting materials to support their school curricula and by providing reading enrichment activities. This will be measured by:
 - a. Providing five reading enrichment Library programs during the summer months when school is not in session for elementary school-age children.

Knowledge Services

3. The community will have access to Library resources that support educational endeavors, increase personal and professional knowledge, promote economic development, and encourage reading as a pleasurable activity. This will be measured by:
 - a. Providing five programs during the year that contribute to the education of adults in Catawba County or topics of relevance to the community.
 - b. Maintaining a collection turnover ratio of 2.6. This exceeds the State average of 2.53.

Technology Services

4. The Library will contribute to the digital literacy skills of the community by providing technology resources and knowledgeable staff that help to bridge the “digital divide.” This will be measured by:
 - a. Providing 12 structured computer workshops on various subjects annually by utilizing staff trained to teach adult technology classes.
 - b. Documenting the individual skill-building sessions that staff provide daily for computer users through the use of a small survey card that will help to create a benchmark for this valuable service.

Customer Services

5. Catawba County citizens will have access to accurate and complete information through Library publications and resources, knowledgeable staff and the Library web page. This will be measured by:
 - a. Maintaining a 95 percent or better rating of staff service as “excellent” or “good” on the Library system’s annual customer service survey.
 - b. Providing a quarterly “Upcoming Titles” brochure that list fiction titles that will be published soon enabling customers to reserve the titles by specific authors before they arrive at the Library.
 - c. Providing monthly brochures that list new movies, new fiction, and new nonfiction titles.
 - d. Providing publicity each month for the Library newsletter that will be distributed at each branch and available on the Library webpage.
 - e. Providing the best possible service to the St. Stephens community by opening hours the library is used most often and utilizing staff during those hours to provide the best most comprehensive service.

Current Hours of Operation

Monday – 12 – 8
Tuesday – 12 – 8
Wednesday – 9 – 6
Thursday – 9 – 8
Friday – 9 – 6
Saturday – 9 – 6
Sunday – 2 – 6 (September – April)

Hours of Operation effective July 1

Monday – 11 – 8
Tuesday – 11 – 8
Wednesday – 9 – 6
Thursday – 9 – 6
Friday – 9 – 6
Saturday – 9 – 2
Sunday – Closed

SOUTHWEST BRANCH LIBRARY

Statement of Purpose

Catawba County Libraries inspire the joy of reading, life-long learning, cultural appreciation, and creative thinking, and promote economic development and individual growth through comprehensive resources, a knowledgeable and responsive staff, innovative technologies, and welcoming facilities.

Outcomes

Youth Services

1. Preschool children and their caregivers will have access to quality programs, resources, and services that support the development of early literacy skills and contribute to the education of young children in Catawba County. This will be measured by:
 - a. Presenting 50 preschool story programs to encourage development of pre-reading skills and a love for books.
2. The Library will serve as a partner in the educational process of school-aged children in Catawba County by collecting materials to support their school curricula and by providing reading enrichment activities. This will be measured by:
 - a. Providing three reading enrichment Library programs for elementary school children during the fiscal year.
 - b. Providing three reading enrichment library programs for teens during the fiscal year.

Knowledge Services

3. The community will have access to library resources that support educational endeavors, increase personal and professional knowledge, promote economic development, and encourage reading as a pleasurable activity. This will be measured by:
 - a. Maintaining a collection turnover rate of 2.6 during Fiscal Year 2010/11. This exceeds the State average of 2.53.
 - b. Sponsoring six opportunities for adults to participate in activities that directly relate to reading and literature, continuing education, professional development, or personal enrichment.

Technology Services

4. The Library will contribute to the digital literacy skills of the community by providing technology resources and knowledgeable staff that help to bridge the “digital divide.” This will be measured by:
 - a. Providing 12 computer classes for Library patrons at the Southwest Branch Library during the year.
 - b. Continuing to maintain nine public computers and providing access to the online catalog, the internet, selective online information resources such as NC Live, and standard software applications.
 - c. Documenting the individual skill-building sessions that staff provide daily for computer users through the use of a small survey card that will help to create a benchmark for this valuable service.

Customer Services

5. Catawba County citizens will have access to accurate and complete information through Library publications and resources, knowledgeable staff, and the Library web page. This will be measured by:
 - a. Maintaining a 95 percent or better rating of staff service as “excellent” or “good” on the Library system’s annual customer service survey.
 - b. Providing information each month for the Library newsletter, newspaper column, and other special media releases. Distribute copies of monthly newsletter to Library patrons.
 - c. Providing the best possible service to the Southwest branch community by opening hours the Library is used most often and utilizing staff during those hours to provide the best most comprehensive service.

Current Hours of Operation

Monday – 12 – 8
Tuesday – 12 – 8
Wednesday – 9 – 6
Thursday – 9 – 8
Friday – 9 – 6
Saturday – 9 – 2
Sunday – 2 – 6 (September – April)

Hours of Operation effective July 1

Monday – 11 – 8
Tuesday – 11 – 8
Wednesday – 9 – 6
Thursday – 9 – 6
Friday – 9 – 6
Saturday – 9 – 2
Sunday – Closed

CONOVER EXPRESS LIBRARY

Statement of Purpose

Catawba County Libraries inspire the joy of reading, life-long learning, cultural appreciation and creative thinking, and promote economic development and individual growth through comprehensive resources, a knowledgeable and responsive staff, innovative technologies, and welcoming facilities.

Outcomes

Youth Services

1. Preschool children and their caregivers will have access to quality programs, resources, and services that support the development of early literacy skills and contribute to the education of young children in Catawba County. This will be measured by:
 - a. Selecting and preparing 950 books for two day care centers during the school year for 70 preschool children.
 - b. Presenting four story programs for children to help develop reading skills and a love for books.
 - c. Registering 50 children to participate in the summer reading enrichment program.

Knowledge Services

2. The community will have access to Library resources that support educational endeavors, increase personal and professional knowledge, promote economic development, and encourage reading as a pleasurable activity. This will be measured by:
 - a. Maintaining a collection turnover rate of 2.6 during Fiscal Year 2009/10. This exceeds the State average of 2.53.

Technology Services

3. The Library will contribute to the digital literacy skills of the community by providing technology resources and knowledgeable staff that help to bridge the “digital divide.” This will be measured by:
 - a. Continuing to offer public access on 16 computers and 10,500 sessions to provide access to the Library system’s Internet and online reference services.
 - b. Providing 100 individual technology skill building sessions to meet immediate needs of job seekers and other computer users.

Customer Services

4. Catawba County citizens will have access to accurate and complete information through Library publications and resources, knowledgeable staff and the Library web page. This will be measured by:
 - a. Maintaining a 95 percent or better rating of staff service as “excellent” or “good” on the library system’s annual customer service survey.
 - b. Providing information each month for the Library newsletter, newspaper column, and other special media releases and distributing copies of the monthly newsletter to Library patrons.

CLAREMONT BRANCH LIBRARY

Statement of Purpose

Catawba County Libraries inspire the joy of reading, life-long learning, cultural appreciation, and creative thinking, and promote economic development and individual growth through comprehensive resources, a knowledgeable and responsive staff, innovative technologies, and welcoming facilities.

Outcomes

Youth Services

1. Preschool children and their caregivers will have access to quality programs, resources, and services that support the development of early literacy skills and contribute to the education of young children in Catawba County. This will be measured by:
 - a. Providing one Library program per quarter that will encourage an interest in reading and learning in young patrons.
 - b. Registering at least 60 children for the Library's annual summer reading program.

Knowledge Services

2. The community will have access to Library resources that support educational endeavors, increase personal and professional knowledge, promote economic development, and encourage reading as a pleasurable activity. This will be measured by:
 - a. Maintaining a collection turnover rate of 2.6 during Fiscal Year 20010/2011. This exceeds the State average of 2.53.

Technology Services

3. The Library will contribute to the digital literacy skills of the community by providing technology resources and knowledgeable staff that help to bridge the "digital divide." This will be measured by:
 - a. Continuing to offer public access on five desktop computers and two laptop computers, providing at least 4,000 sessions to the Library system's Internet and online reference services.
 - b. Providing at least 100 individual technology skill-building sessions for Library patrons during the year. Such sessions will address a variety of computer related topics, including but not limited to, how to navigate the Internet, how to find job opportunities and fill out employment applications, how to setup and use an email account, and how to utilize Library services online.

Customer Services

4. Catawba County citizens will have access to accurate and complete information through Library publications and resources, knowledgeable staff and the Library web page. This will be measured by:
 - a. Maintaining a 95 percent or better rating of staff service as “excellent” or “good” on the Library system’s annual customer service survey.
 - b. Providing information each month for the Library newsletter, newspaper column, and other special media releases. Distribute copies of monthly newsletter to Library patrons.